

# ANNUAL REPORT 2013

JACK C. MONTGOMERY VA MEDICAL CENTER



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

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# LETTER FROM THE DIRECTOR

2013 was an exciting year at the Jack C. Montgomery VA Medical Center. We were named a Top Performer by Joint Commission, began offering MRI services for the first time, installed self-service kiosks for Veterans to check-in for their appointments, implemented text messaging to notify Veterans of their appointments, purchased five Xenex disinfection systems to increase patient safety and reduce infections, developed a new outpatient detoxification clinic and there's much more!

We are also implementing VA's Roadmap to Excellence which is outlined in VA's 2013-2018 Strategic Plan. We've been improving health outcomes, becoming more Veteran-centric, and putting Patient Aligned Care Teams in place. The roadmap will build on the foundation we've been laying in the past decade.

To help VA communicate the strategic plan to employees, VHA has developed a new communication and outreach effort called "Honoring Service, Empowering Health."

With new health options available to all Americans, VA medical centers across the nation must redouble their efforts to be the provider of choice for our Veterans. The Roadmap to Excellence will help us achieve this goal.

Thank you to our Veterans for choosing the Jack C. Montgomery VA Medical Center for your care. It is truly a privilege to serve you.



James Floyd  
JCMVAMC Director



James Floyd, JCMVAMC Director



# SUCCESS STORY: VIETNAM VETERAN THRIVES AT ADULT DAY HEALTH CENTER

In 1968, Oklahoma native Melvin Barnes was 19 years old when he was drafted into the U.S. Army for a period of two years.

After completing basic training, the Army sent Barnes to Virginia to learn how to perform maintenance on Army helicopters. Then Barnes deployed to Vietnam with the 180th Assault Support Helicopter Company where he served for more than a year during 1969 to 1970.

For years, the war didn't affect Barnes. He made Bartlesville his home and worked at REDA Pump for 35 years in a foundry and eventually retired at the age of 55.

But memories of the war resurfaced. In Vietnam, Barnes experienced the deaths of fellow soldiers, including a friend who took his own life 15 days before he was set to return to the states.

In 2005, he began attending appointments and group sessions at the Jack C. Montgomery VA Medical Center's (JCMVAMC) Behavioral Medicine Clinic in Tulsa and was diagnosed with Post Traumatic Stress Disorder (PTSD).

During his treatment, Barnes also learned about VA's Adult Day Health Care Program, which provides funding for eligible Veterans to attend a private facility in the local community where they can participate in social activities and receive peer support and companionship.

With the help of VA, Barnes enrolled at Day Break eight years ago, an Adult Day Health Center in Bartlesville, and attends Monday through Friday from 11 a.m. to 3 p.m.

At the health center, he participates in group activities, fitness and art classes, and has nutritional meals.

When he began attending the art classes, he quickly discovered a passion for art.

"When I got here about eight years ago, I didn't know how to paint, nothing," said Barnes. "I knew how to draw a little bit. But I didn't know how to paint and the art teachers here helped me."

He has won several awards for his work including first place multiple times at the Washington County Fair.

While the time he spends creating artwork at Day Break is an enjoyable experience, it also helps him cope with the memories of war and his PTSD symptoms.

"It helps a lot," he said. "Here, you don't think hardly about anything. You're kind of in a different world. There's no pressure. There are a lot of other Veterans here and it's helped them too."





Vietnam Veteran Melvin Barnes paints ceramic artwork at Day Break, an Adult Day Health Center in Bartlesville.



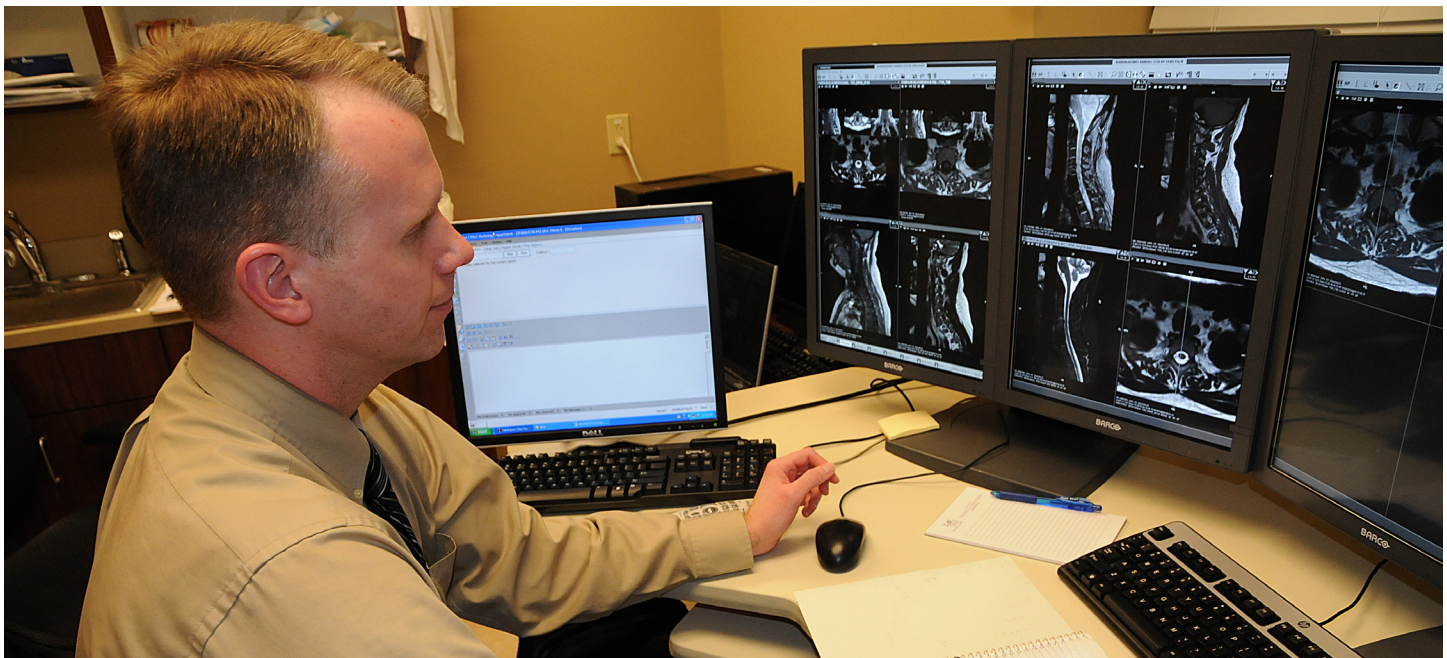
# MRI SERVICES NOW AVAILABLE

**J** CMVAMC began offering on-site magnetic resonance imaging (MRI) services for the first time in December in the hospital's newly constructed MRI Suite, a 5,400 square-foot facility located at the North end of the medical center.

The new suite cost approximately \$3.4 million and includes a Philips Ingenia Omega 1.5T MRI machine, two exam rooms, control room, image reading room, three patient dressing rooms, lobby and waiting room, restrooms, storage rooms and lockers for patients and staff.

While the MRI Suite currently has only one MRI machine at this time, the suite does include a second exam room which gives the medical center the option of expanding MRI services in the future by purchasing a second MRI machine.

Previously, the medical center had to solely use outside facilities for detailed imaging that was not possible with computed tomography (CT) scanning alone. In Fiscal Year 2013, the hospital sent 887 Veterans to outside facilities. Radiology Service expects to complete approximately 1,500 MRI exams per year.



Dr. Jeffrey Hesse, a MRI Radiologist, interprets an MRI exam.



# NEW GERM-ZAPPING ROBOTS

A new cutting-edge tool to battle deadly pathogens and kill multi-drug resistant organisms is now at the Jack C. Montgomery VA Medical Center (JCMVAMC). The hospital began using the Xenex disinfection system, consisting of five robots, in October. The system is 20 times more effective than standard chemical cleaning practices.

The Xenex system works by pulsing xenon, an inert gas, twice a second at high intensity in an ultraviolet flashlamp. This produces germicidal ultraviolet C (UVC) and is effective against even the most dangerous pathogens, including *Clostridium difficile* (C. diff), norovirus, influenza and staph bacteria, including methicillin-resistant staphylococcus aureus, better known as MRSA.

The primary goal of the Xenex systems is to increase patient safety by reducing health care associated infections, which are not only dangerous to a patient but also lengthen the patient's stay and cost an average of \$20,000 to \$30,000 to treat.

JCMVAMC is the first hospital in Eastern Oklahoma to use the Xenex system, which was launched in June 2010 and has been credited for helping other healthcare facilities in the U.S. decrease their MRSA and C.diff infection rates.



Ted Brown, a housekeeping aide, begins the automated sequence for the Xenex disinfection system.



# NEW SELF-SERVICE KIOSKS

**P**atients in Muskogee, Hartshorne, Tulsa and Vinita can now check-in for their appointments via new self-service touchscreen kiosks.

A total of 31 VetLink kiosks were installed in the fall, which also allows Veterans to view upcoming appointments, update personal information, review insurance information and check their account balances.

The VetLink system is secure and designed to ensure Veteran privacy. The kiosk does not store patient information and is equipped with a privacy screen and a proximity sensor to reset when a user walks away.

The VetLink kiosks are part of a nationwide Veterans Health Administration program called Veterans Point of Service (VPS) and is part of the Department of Veterans Affairs Transformation Twenty-One Total Technology (T-21) initiative to modernize information technology within the VA system.

“Veterans will no longer have to stand in line at the front desks,” said Connie Engel, JCMVAMC VetLink Coordinator. “The kiosk will tell them if they need to go to the desk. If everything is up to date such as their insurance information, they can just have a seat.”



Vietnam Veteran Darrell Geiger checks into his appointment via a VetLink kiosk on Nov. 6 at the Jack C. Montgomery VA Medical Center.

# NEW OUTPATIENT DETOX CLINIC

**A** new outpatient Detoxification Clinic opened in June, which is located on the 4th floor of the medical center in Behavioral Medicine Service. The new program will assist Veterans who are going through substance use withdrawal and complements the services the facility is currently providing on the inpatient medical and psychiatry units.



Jack C. Montgomery VA Medical Center leadership and Engineering Service staff held a ribbon cutting on June 25 for the new Outpatient Detoxification Clinic.

# JCMVAMC NOW USING TEXT MESSAGING

In August, the Behavioral Medicine Service began using text messaging as a new method to contact Veterans. When a Veteran checks into one of the three Mental Health clinics for an appointment, they are asked by a staff member if they want to sign up for text message notifications.

To ensure text messaging doesn't compromise the Veteran's privacy, notifications are generic and do not contain personally identifiable information. Feedback from Veterans has been very positive.

"There's almost a surprise element to it," Dr. Beth Jeffries, Lead Psychologist & Supervisor for the Post Traumatic Stress Disorder (PTSD) Program. "They can't believe we're doing that now so I think that's really good. It's really working out great. The Veterans love it and we've had absolutely zero complaints."

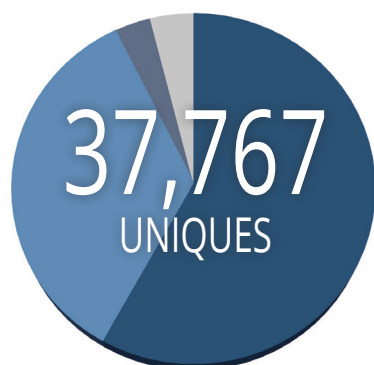


Chasity Ayers, a Medical Support Assistant at the Jack C. Montgomery East Clinic, sends a text message notification to a Veteran.



# MEDICAL CENTER STATISTICS

## TOTAL UNIQUES\*



Muskogee	35,481
Tulsa	21,168
Hartshorne	2,049
Vinita	2,418

\* The same Veteran could potentially use all clinics and would be counted as unique to that clinic.

## TOTAL OUTPATIENT VISITS



Muskogee	265,201
Tulsa	168,150
Hartshorne	10,308
Vinita	14,373

## TOTAL INPATIENTS TREATED

3,867  
INPATIENTS TREATED



## TOTAL OPERATING BEDS

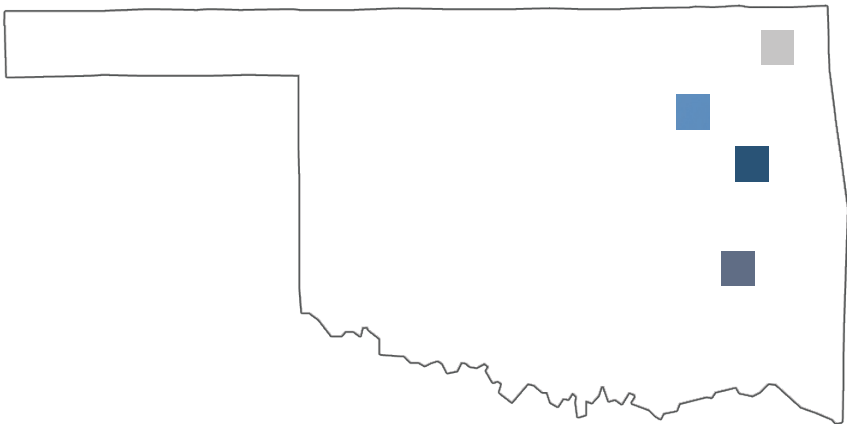


4 East	32
4 West	16
Inpatient Rehab	15
Inpatient Bhvr. Hlth.	15
ICU & PCU	10
Hospice	12



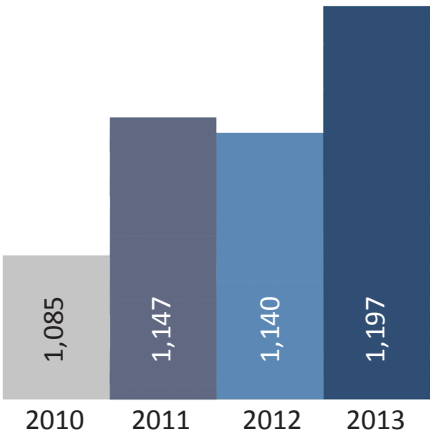
## FACILITY LOCATIONS

- Muskogee
- Tulsa
- Hartshorne
- Vinita



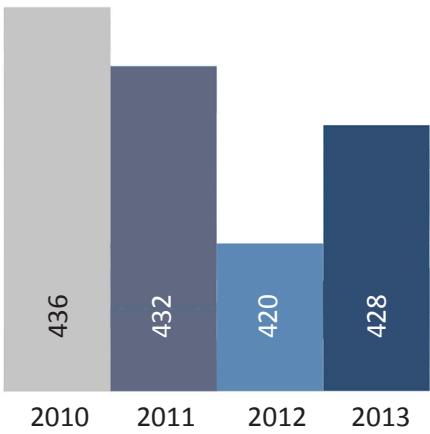
## TOTAL NUMBER OF EMPLOYEES

1,197  
EMPLOYEES



## TOTAL NUMBER OF VOLUNTEERS

428  
VOLUNTEERS



## TOTAL GIFTS & DONATIONS

**\$105,685** OF GIFTS & DONATIONS

## TOTAL OBLIGATED AMOUNTS & COLLECTIONS

<b>A</b>	Salaries . . . . .	\$117,645,391
<b>B</b>	Equipment . . . . .	\$3,875,005
<b>C</b>	Projects . . . . .	\$2,190,711
<b>D</b>	Vet Center . . . . .	\$741,962
<b>E</b>	Fee . . . . .	\$30,618,409
<b>F</b>	Trav/Trng . . . . .	\$529,184
<b>G</b>	IT Programs . . . . .	\$23,583,724
<b>H</b>	State Homes . . . . .	\$10,158,867
<b>I</b>	Pharmacy . . . . .	\$19,183,191
<b>J</b>	CMOP . . . . .	\$37,063,807
<b>K</b>	Other Control Points . . . . .	\$11,847,751
<b>L</b>	Prosthetics . . . . .	\$247,721,714

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Total Medical Care Collections Fund . . . . . \$13,297,383

**Total Medical Care Budget:** **\$247,721,714**

# JCMVAMC NAMED “TOP PERFORMER”

**T**he Jack C. Montgomery VA Medical Center (JCMVAMC) was recognized as a top performer on key health care quality measures for 2012 by The Joint Commission, an independent panel that accredits and certifies health care organizations.

JCMVAMC was one of 32 VA medical centers that received the recognition. While all 151 VA medical facilities are accredited by The Joint

Commission, the list recognizes facilities that are the top performers based on The Joint Commission's annual review of evidence-based care that is closely linked to positive patient outcomes. This program recognizes Joint Commission-accredited hospitals for a significant achievement in measures that produce the greatest positive impact on patient outcomes.

“We were pleased to hear that we’ve been named a Top Performer,” said James Floyd, JCMVAMC Director. “It is a reflection of the hard work of our staff who take great pride in caring for our nation’s heroes.”

Additionally, JCMVAMC was one of only nine health care organizations that were named to the top performing list in the state of Oklahoma.

The Joint Commission is a not-for profit organization that ensures the quality of U.S. health care by its intensive evaluation of more than 20,000 health care organizations.





# IMPROVING ENERGY EFFICIENCY, PRESERVING THE ENVIRONMENT

JCMVAMC is doing its part to encourage conservation of our environment and security for our energy future. In May, a project to install more than 1,500 solar panels over carports in parking lots 1, 2, and 14 and over an atrium area inside the hospital was completed. From April to December, the solar panels generated more than 300,000 kWh of electricity. During that period, the facility's electric bills were reduced by more than \$70,000.

A second positive result of the project is new covered parking, which will reduce temperature in vehicles during the summer. The solar project is only one of the hospital's on-going efforts to improve energy efficiency, reduce energy costs and preserve the environment. Other on-going initiatives include replacing our 30-year old steam boilers with new, more energy efficient units, installing energy-efficient LED parking lot lighting and incorporating sustainable design practices and environmental management programs.



# EXTENDED CLINIC HOURS

Starting July 18, JCMVAMC began offering extended hours for Primary Care and Behavioral Medicine clinics in Muskogee and Tulsa on Thursdays and Saturdays to provide more convenience for Veterans.

**The Muskogee and Tulsa clinics now offer extended hours.**

**We extended our hours for:**

- Primary Care
- Behavioral Medicine

*Primary Care (PACT) Teams will rotate weekly.*

**New Hours:**

- Thursdays until 6:30 pm
- Saturdays 8:00 am – 2:30 pm

*Veterans interested in "after hours" appointments should contact their team/clinics.*



# JCMVAMC, COMMUNITY GATHER FOR MENTAL HEALTH SUMMIT

In August, JCMVAMC hosted a collaborative Mental Health Summit between VA and community mental health leaders at the Tulsa Technical Center in Broken Arrow.

The purpose of the summit was to establish and enhance positive working relationships between both groups and to nurture engagement to better address the broad mental health care needs of Veterans and their families.

Following a brief overview of VA mental health services, VA staff and community leaders participated in small group discussions throughout the day on topics such as PTSD, military sexual trauma, Veteran homelessness, substance use disorders and outreach and engagement strategies.



Following small group discussions, VA staff and community leaders gave presentations during a large group discussion.

# JCMVAMC HOSTS AMERICAN HEROES CLASSIC

JCMVAMC hosted the Wounded Warrior Amputee Softball Team (WWAST) in Muskogee May 2-5 for the American Heroes Classic. VA employees from JCMVAMC and the Muskogee VA Regional Office took the field for a friendly game against the Wounded Warriors, which WWAST won easily 16-5.

The game was intended to honor Veterans and demonstrate that Wounded Warriors can lead normal lives, even with the loss of a limb. The WWAST also said they hoped they could serve as an inspiration to non-Veterans who are living with an amputation.



Marine Veteran Josh Wege bats during the American Heroes Classic, which was held May 5 in Muskogee.



# VALENTINES FOR VETERANS CONCERT

For the third consecutive year, the Jack C. Montgomery VA Medical Center (JCMVAMC) and sponsors treated Veterans and the local community to a free VAleNTines for Veterans Concert.

Country music artist Aaron Tippin entertained an estimated 1,400 people at the Muskogee Civic Center on Feb. 14 and performed hit songs such as “You’ve Got to Stand for Something,” “There Ain’t Nothin’ Wrong With the Radio,” “Where the Stars and Stripes and the Eagle Fly” and “Kiss This.”

The concert was one of 17 concerts that were held by VA medical centers nationwide as part of VA’s annual National Salute to Veteran Patients, which is designed to pay tribute and express appreciation to Veterans.

National Salute is an opportunity to increase community awareness of VA’s role in providing comprehensive medical care to the nation’s Veterans, encourage citizens to visit hospitalized Veterans and to become involved as volunteers.

Throughout the week, members of the local community visited Veteran patients at the medical center to thank them for their service. Visitors included: Boy Scouts Troop 627 (Wagoner), Broken Arrow High School Football team, Muskogee High School Football team, and members from Timothy Baptist Church.

JCMVAMC Director James Floyd said the National Salute to Veteran Patients is an important opportunity for the public to express their gratitude to Veterans.

“It’s our chance to share some time with our Veterans, listen to their stories and thank them,” said Floyd. “Because they have much to teach us and we have much to be very thankful for.”



Aaron Tippin performs for Veterans during the 2013 VAleNTines for Veterans Concert.



# JCMVAMC CELEBRATES 90TH ANNIVERSARY

On June 14, the medical center celebrated its 90th Anniversary with a ceremony on the lawn of the Five Civilized Tribes Museum. The ceremony included musical performances from the Cherokee Youth Choir which sang the National Anthem both in English and Cherokee and “God Bless America” in Cherokee. The Tulsa Symphony Orchestra’s Brass Ensemble also provided a musical prelude while Muskogee High School student Kerrigan Bradley and the VA Gospel Choir performed the patriotic song “Color Me America.”

Also in attendance were Oklahoma National Guard soldiers from the Governor’s Honor Guard who performed the important job of posting and retiring the colors. In total, more than 350 VA employees and local residents braved the humid June heat to attend the celebration.



Rica Lewis-Payton, director of the Veteran Integrated Service Network (VISN) 16, was the guest speaker.

